



State of Tennessee Department of Children's Services

Administrative Policies and Procedures: 33.1

Subject: TN KIDS Multi-Region Access

Supersedes: None

Local Policy: As Needed

Local Procedures: As Needed

Training Required: Yes

Applicable Practice Model Standard(s): None

Approved by:

Effective date: 06/01/04

Revision date:

Application

All Department of Children's Services Staff and Other Authorized TNKIDS Users who have case assignment responsibilities including monitoring and oversight of caseloads in regions outside their home region.

Authority: TCA 37-5-106

Policy and Procedures

All TNKIDS Users who have case assignment responsibilities including monitoring and oversight of case loads in regions outside their assigned home region shall be granted access to each additional region where they have been assigned these responsibilities.

A. Home Region Assignments

1. All Regular TN KIDS users shall be granted a TN KIDS login account in their assigned home region and shall login to TN KIDS using their assigned login for that region.
2. TN KIDS regions
 - ◆ Central Office Administrative Region
 - ◆ Central Intake Administrative Region
 - ◆ Child Protective Services Special Investigations Administrative Region

◆ Twelve Geographic Case Assignment Regions

**B. Multi-Region
Assignments for
Special
Investigation
Units**

1. All Special Investigations Unit (SIU) employees assigned case management responsibilities in multiple geographic regions will need to be granted Multi-Region Access to those assigned regions to manage those assigned caseload responsibilities.
2. All SIU employees will login to TN KIDS using their assigned home region (Child Protective Services Special Investigations Region) login account and shall be granted additional access (views) to all geographic regions where they are assigned special investigations.
3. SIU will not be assigned cases in the Special Investigations Region in TN KIDS. This is an Administrative region only.
4. TN KIDS Multi-Region Access for SIU shall be approved and granted by the Office of Inspector General (OIG) or designee. The OIG and/or designee shall have the appropriate security access (Multi-Region Access Authorizer) to grant access to multiple geographic regions in TN KIDS. Necessary security for granting multi-region access must be submitted and approved through *Remedy Online Security* (ROLS).

**C. Multi-Region
Assignments for
Child Welfare
Benefits Units**

1. Selected Child Welfare Benefits (CWB) staff may be assigned case management responsibilities in multiple geographic regions and will need to be granted Multi-Region Access to those regions to manage those assigned caseload responsibilities.
2. All CWB staff shall login to TN KIDS using their assigned home region login account. They shall be granted additional access (views) in all regions where they are assigned to work.
3. TN KIDS Multi-Region Access approvals for CWB staff shall be approved and granted by the Child Welfare Benefits Director or Designee. The Director and/or designee shall have the appropriate security access (Multi-Region Access Authorizer) to grant access to multiple geographic regions in TN KIDS. Necessary security for granting multi-region access must be submitted and approved through *Remedy Online Security* (ROLS).

D. Central Office and Regional staff

1. Any central office or regional employee assigned case management responsibilities in any region outside of their assigned home region will need to be granted Multi-Region Access to those regions to manage those assigned caseload responsibilities.
2. All Central Office employees, regional staff and other approved TN KIDS users assigned to Central Office or one of the 12 geographic regions shall login to TN KIDS using their assigned home region_login account and shall be granted additional access (views) in all geographic regions where they are assigned to work.
3. TN KIDS Multi-Region Access approvals for all Central Office, regional staff or other approved TN KIDS users shall be approved and granted by the Division Director or Designee who shall have the appropriate security access (Multi-Region Authorizer) to grant access to multiple regions in TN KIDS. Necessary security for granting multi-region access must be submitted and approved through *Remedy Online Security (ROLS)*.

E. Procedures for Requesting, Approving, Denying, Granting and Removing Multi-Region Access

1. Requesting Multi-Region Access
 - a) The OIG or designee will ensure that all SIU staff has an approved home region TN KIDS login account and multi-region access to all regions where they are assigned special investigations. The OIG or designee will develop and implement a process for granting and documenting multi-regional access.
 - b) The Child Welfare Benefits Director or designee will ensure that all CWB employees have an approved home region TN KIDS login account and multi-region access to all regions where they are assigned to work. The Director or designee will develop and implement a process for granting and documenting multi-regional access.
 - c) Requests for multi-region access for all other central office or regional staff shall be made in writing to the appropriate Division Director and must include justification for additional access to regions outside the users assigned home region.

2. Approving and Granting Multi-Region Access

- a) Special Investigations and Child Welfare Benefits
Directors or designees will be responsible for approving multi-region access for their respective staff as needed.
- b) Division Directors must approve multi-regional access for all other staff.
- c) Once approved, a designated TN KIDS user with Multi-Region Authorizer Security Rights must grant the approved user access through the Multi-Region Access Icon.

3. Denying Multi-Region Access

If access is denied, the requestor shall be notified in writing by the person denying the access and the reason the access has been denied

4. Removing Multi-Region Access

Once multi-region access is no longer needed the person authorized to grant/remove access outlined in sections B, C, and D above must remove the employee's access to that region.

F. Reports and Management of Multi-Region Access

- 1. Statewide Caseload List - This report will allow all TN KIDS users assigned cases to view a comprehensive statewide list of those assigned cases regardless of region. Central Office staff, CWB Teams, Field System Administrators (FSA), Employee Maintenance users, and Supervisory staff shall be able to view the statewide caseloads of any active case manager.
- 2. The Statewide Caseload List icon can be accessed through the employee's personal workload folder in TN KIDS Navigation
- 3. TN KIDS Multi-Region Access Report – This report will be available through the Reports folder in TN KIDS Navigation and will provide information and history of all TN KIDS users who have been granted multi-region access or who currently have multi-region access. All TN KIDS users shall have access to this report.
- 4. Where necessary to manage multi-regional access, local policies and procedures should be developed and implemented.

Forms

None

Collateral Documents

[TNKIDS Multi-Region Access Authorizer Manual](#)

[TNKIDS Multi-Region Access User Manual](#)

Standards

None

Glossary

<i>Term</i>	<i>Definition</i>
<i>Multi-Region Access (MRA)</i>	Allows a TNKIDS user to view and manage workloads in multiple regions with one TN KIDS login account.
<i>Multi-Region Authorizer</i>	TNKIDS user who has been granted the Security Access necessary to grant other TNKIDS users MRA as needed.
<i>Assigned Home Region</i>	Region where employee is assigned based on employee position number.
<i>TNKIDS login Account</i>	Account used to login to TNKIDS database. This login account will correspond to the employees assigned home region.
<i>Login</i>	Network ID and personal password
<i>ROLS Request</i>	Remedy On Line Security System request necessary for approving and granting a TNKIDS user the security access needed to grant other TNKIDS users MRA.